

Back in January, I sought to port my phone number from my existing carrier, Sprint PCS, to a new carrier, Verizon Wireless. Before I did that, I called Sprint PCS's customer service to make sure when I would be able to do that without incurring an early termination penalty fee. The customer service rep assured me that I would be able to port my number immediately without penalty. 60 days later, I began receiving harassing phone calls from Sprint PCS where a representative calls from a toll-free number and hangs up - these phone calls have taken place as early as 8:30 am on a Sunday when I am still asleep. When I call the number back, it is the Sprint PCS billing department claiming that I owe them \$180.61 stemming from a \$150 penalty fee with related taxes and late fees attached. Upon calling the PCS billing department and explaining my situation, they explained to me that they cannot assist as they have no authorization to cancel such charges. After that, I spoke to Customer Service - mind you, all of this taking place over the course of an hour and a half - of which the customer service rep told me that he cannot help me and that I would have to speak to billing because it is now their problem. I have written 6 letters to Sprint PCS to different mail addresses seeking assistance but, alas, no one from the company seems to want to help me. I say I don't owe them a dime and they say, ... well, I frankly don't know what they say because I can't get a hold of anyone in charge over there!